

VOLUME TWO

Technical and Functional Specifications

for Seattle Police

Early Intervention System

Specification No. EIS-301

Volume Two Section Instructions

RESPONSE CODE	DEFINITION
Y Yes	The requirement will be met by proposed existing software that is installed and operational at other sites and can be demonstrated to the City of Seattle. A “Y” response to any requirement phrased “...ability to...” signifies that the proposed system provides the actual capability to meet the requirement without extensive user intervention. If the existing software provides the functionality specified, though in a different way than specified, the response may be coded “YE”, but an explanation must be provided. However, indirect or implied solutions to meet the requirement should not be coded “Y”.
MR Modification Required	The vendor’s product will be modified to satisfy the entire requirement prior to system cut over at no additional cost to the City. Use this answer if you intend to modify your product to satisfy the requirement at no cost to the City. <u>NOTE: “MR” ANSWERS MUST BE FOLLOWED BY A CLEAR EXPLANATION OF WHICH PORTION OF THE REQUIREMENT THE CURRENT PRODUCT MEETS, IF ANY.</u>
CF Custom Feature	The vendor’s product will be modified to satisfy the requirement at the stated additional cost. Use this answer if you intend to modify your product to satisfy the requirement at an additional cost to the City. <u>NOTE: “CF” ANSWERS MUST BE FOLLOWED BY A CLEAR EXPLANATION OF WHICH PORTION OF THE REQUIREMENT THE CURRENT PRODUCT MEETS, IF ANY, AND THE COST FOR THE MODIFICATION.</u>
N Not Available	The vendor’s product does not currently, nor will the delivered product, satisfy the requirement. Use this answer if your product does not currently satisfy the requirement and you are unwilling to modify the product to meet the requirements.

Additional Instructions:

1. To respond to a yes-or-no question, use 'Y' for YES and 'N' for NO.
2. An omitted response will be scored as an 'N' response.
3. Complete all specifications by entering one of the acceptable answer codes listed above in the answer block immediately after each requirement. Shaded blocks do not require an answer block response, but may require an explanation.
4. Any deviation from the response codes will be interpreted at the discretion of the City.
5. Costs associated with 'CF' responses should be clearly shown in both the response to the specification and itemized in the vendor's cost proposal (Bid Form 4.4).
6. Italicized text is intended to provide clarification and additional context for the requirement. Normal text is the requirement.
7. **EXPLANATION REQUIRED** means that the vendor will provide a textual answer to the requirement as well as providing the required answer in the response column. The vendor should provide a textual answer or reference to the requirement in this electronic form, directly below the specification. References to attached literature, clearly marked or referenced for applicable content, is an acceptable response. If applicable content of attached material is unclear, the response will be interpreted at the discretion of the City.
8. When providing text or literature that is neither specifically requested, nor directly related to a specification, attach such information in a separate document.
9. Requirements using words such as "must," "shall," and "will" are items weighted most heavily in the evaluation process. If the vendor is unable to provide the feature they will not necessarily be eliminated as a result. Requirements using words such as "desired," "expected," or "preferred" indicate the Police Department's preferences for the new system, but they are not weighted as heavily.

1.	EARLY INTERVENTION SYSTEM REQUIREMENTS	5
1.1	TECHNICAL REQUIREMENTS	5
1.2	SYSTEM INTERFACES	15
1.3	LOGGING AND AUDITING FUNCTIONS	17
1.4	MANAGEMENT FEATURES.....	18
1.5	TRANSPARENCY AND SECURITY FEATURES	20
1.6	EARLY INTERVENTION SYSTEM FUNCTIONAL REQUIREMENTS.....	21
1.7	SELECTION CRITERIA FOR EARLY INTERVENTION	24
1.8	INTERVENTION MANAGEMENT PROCESS	26
1.9	AUTOMATIC MONITORING OF EMPLOYEE/OFFICER PERFORMANCE STATUS	27
1.10	INTERNAL AFFAIRS CASE MANAGEMENT PROCESS	28
1.11	REPORTING CAPABILITIES	30
1.12	DEMONSTRATION OF SYSTEM CAPABILITY	32

1. Early Intervention System Requirements

	The Seattle Police Department (SPD) seeks to implement an Early Intervention System (EIS) as an element of an effective and supportive law enforcement personnel management program. An essential element of such a program is the early identification of employees who demonstrate potential symptoms of job stress, training deficiencies, or personal problems that affect safety or job performance. If identified for early intervention, various assistance strategies can be tailored to address the specific issues affecting the employee.	
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ID #	Requirement	Y/MR/ CF/N
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1.1 Technical Requirements

	Hardware and Third Party Software Requirements	
1.1.1	All proposed or recommended equipment shall be new and not remanufactured.	
1.1.2	If any hardware component of the proposed or recommended system is of proprietary design or manufacture, the manufacturer shall guarantee the availability of replacement parts for a period of not less than ten years.	
1.1.3	Each proposed server shall be equipped with a separate modem to allow for dial-in maintenance and troubleshooting.	
1.1.4	The proposed application shall be designed to allow for remote maintenance and troubleshooting.	
1.1.5	The proposer shall provide a complete description of environmental requirements for each proposed or recommended	

	server or host computer including: <ul style="list-style-type: none"> • Power requirements (volts and amps) • Cooling requirements (BTU's) • Network connectivity • Length and width for determining floor space requirements • Weight, and • Other characteristics which might require environmental modifications by the City. 	
1.1.6	The proposed early intervention system shall utilize an industry standard or open operating system such as a Windows, Unix, or Linux.	
1.1.7	Once a failed server has been restored to operational capability it shall automatically restart without operator intervention.	
1.1.8	In the event that any disk or other synchronized storage device is out of sync, the system shall automatically synchronize the deficient storage device without operator intervention and without degrading the performance of the application.	
1.1.9	The early intervention system shall be equipped with a modern relational database for the logging and archive system.	
1.1.10	The database management system used with the early intervention system shall be ODBC and SQL compliant.	
1.1.11	The database management system used with the early intervention system shall be able to maintain data integrity in a multi-user update environment.	
1.1.12	The early intervention system shall have the ability to integrate with modern word, spreadsheet and Acrobat reader documents supported by Microsoft Office 2000 Professional or later.	

1.1.13	All software supplied with the system shall be certified as Year 2000 compliant and shall be warranted against other date specific errors similar to the Year 2000 limitations.	
1.1.14	The proposed system shall allow the City to utilize any commercially available printer or plotter which is supported by Microsoft Windows 2000 Professional or later.	
1.1.15	The proposed client application shall operate under Windows 2000, XP or subsequent version(s) in either a fixed IP or DHCP environment.	
1.1.16	The proposed client application shall have the ability to use the following mobile data equipment: Pentium III 600mhz Intel CPU	
1.1.17	The proposed client application is desired to be capable of running on MDCs with the same functionality as present on the desktop, without significant degradation in performance (excluding any impacts that a wireless network may have).	
1.1.18	<p>The proposed system shall offer a browser-based client that does not require application-specific software to be installed on the user's workstation.</p> <p>EXPLANATION REQUIRED: Specify the browser (and version), necessary plug-ins, as well as the functional capabilities of the proposed client.</p>	
1.1.19	The proposed system shall provide the capability for SPD staff to maintain currency in patch management for servers and clients.	
1.1.20	EXPLANATION REQUIRED: Specify both the minimum required and the recommended hardware and third party software specifications for the servers, desktops, backups, network, browser and wireless connections, etc.	

	Design and Performance Requirements	
1.1.21	<p>The proposed early intervention system shall be designed to enhance system reliability and availability.</p> <p>EXPLANATION REQUIRED: Describe the system design reliability features of the proposed early intervention system. Please provide your systems reliability and availability statistics / experience of comparably sized client sites.</p>	
1.1.22	<p>The proposed early intervention system design shall afford the City the ability to develop, test and train on the early intervention application without accessing the production version of the application. We anticipate a single instance for production and a separate instance for the combined purposes of training and testing.</p> <p>EXPLANATION REQUIRED: Describe how the proposed early intervention system allows multiple instances of the system to operate either in a co-located system/box or in separate systems/boxes.</p>	
1.1.23	The early intervention system shall not mingle training records with production records.	
1.1.24	The use of the training, development and test systems or features shall not degrade the performance of the production system.	
1.1.25	The training and test systems shall have access to all early intervention system functions.	
1.1.26	The proposed early intervention system shall allow configuration files developed on the early intervention system test or development systems to be moved to live environment without having to recreate them.	
1.1.27	It is desired that the proposed early intervention system allow for the use of load testing software for measuring system performance (e.g. Mercury Interactive or Merant, Winrunner, or others).	
1.1.28	The proposer shall supply all user-visible source code and documentation in American English.	

1.1.29	<p>The early intervention system is expected to have the ability to communicate with external systems using a variety of protocols, including XML, TCP/IP, and XSLT.</p> <p>EXPLANATION REQUIRED: Describe alternative methods available for external communications if the above is not the case.</p>	
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	Security System	
1.1.30	The early intervention system shall incorporate role-based security. EXPLANATION REQUIRED: Describe role based security features.	
1.1.31	It is desired that the proposed early intervention system incorporate, as an option, authentication and certification capabilities beyond user account-password. <i>For example, the application might include an option to support smart-cards, biometrics, etc.</i> EXPLANATION REQUIRED: Describe security features available with the proposed early intervention system.	
1.1.32	It is desired that the early intervention system have the ability to accept and record digital signatures.	
1.1.33	The early intervention system shall make use of an internal security system that tracks user names and passwords, it will also make use of security directory systems such as LDAP, Kerberos, Windows XP Active Directory, etc.	
1.1.34	All users shall be required to enter a user name and password prior to being granted access to the application.	
1.1.35	When a user is logging onto the system, the password shall not be visible on the screen.	
1.1.36	The proposed application shall provide a means for users to change their password at any time.	
1.1.37	The proposed application shall allow the System Administrator or Local Business Administrator to administer the user ID and password for each user.	
1.1.38	The proposed application shall allow the System Administrator to define the following aspects of a user password:	
1.1.38.1	Minimum length, (up to 32 characters);	
1.1.38.2	Maximum length (up to at least 64 characters);	

1.1.38.3	Either all alpha or numeric characters, or a combination;	
1.1.38.4	Expiration date or valid time frame for a password;	
1.1.38.5	Prohibited passwords; and	
1.1.38.6	Number of times which a password can be re-used.	

	Data Entry	
1.1.39	The proposed application shall have the ability to populate all collected data fields either through data imports, data interfaces or manual entry, at the discretion of SPD.	
1.1.40	The proposed application shall have the ability to restrict the entry of all collected data fields based on role-based security.	
1.1.41	The proposed application shall have the ability to provide drop down choices for the entry of collected data fields for consistency and accuracy.	
1.1.42	The proposed application shall have the operational capacity to provide reminder notices for required and optional fields if not populated on entry or update.	

	Data Import	
1.1.43	The proposed application shall have the ability to import data files and the result of queries in the following formats:	
1.1.43.1	ASCII;	
1.1.43.2	Comma delimited format;	
1.1.43.3	Character delimited format;	
1.1.43.4	.xls;	
1.1.43.5	.dbf;	
1.1.43.6	.mdb;	
1.1.43.7	.rtf;	
1.1.43.8	XML; and	
1.1.43.9	Non-database files types.	
1.1.44	Ability to allow for an import of an entire user database. EXPLANATION REQUIRED: Describe the tools offered to conduct importing of data	

	Data Export	
1.1.45	The proposed application shall have the ability to export data files and the result of queries in the following formats:	
1.1.45.1	ASCII;	
1.1.45.2	Comma delimited format;	
1.1.45.3	Character delimited format;	
1.1.45.4	.xls;	
1.1.45.5	.dbf;	
1.1.45.6	.mdb;	
1.1.45.7	.rtf;	
1.1.45.8	XML;	
1.1.45.9	Digital images;	
1.1.45.10	Video images; and	
1.1.45.11	Non-database files types.	
1.1.46	The proposed application shall have the ability to allow for an export of the entire user database. EXPLANATION REQUIRED: Describe the tools offered to conduct such exports.	

	Help System and Documentation	
1.1.47	The proposed application shall include a help system which will provide a general help manual that is organized according to the major functions of the application.	
1.1.48	The proposed application shall provide access to on-line help from any screen or field.	
1.1.49	Help files shall be context sensitive. <i>For example, if the cursor is positioned in a particular field and the user asks for help the application will describe the operation of the field and the expected input from the user.</i>	
1.1.50	The vendor will supply documentation specifically designed to inform users in the following categories:	
1.1.50.1	End-users;	
1.1.50.2	System and Application administrators;	
1.1.50.3	Database administrators; and	
1.1.50.4	Interface administrators.	
1.1.51	The vendor's documentation shall describe the file layouts and program design.	
1.1.52	All on-line documentation shall be indexed and users will have access to the electronic index.	
1.1.53	Information in the index and within various help topics shall be hyperlinked to the relevant sections of the document.	
1.1.54	The on-line documentation for the proposed system shall be accessible from any portion of the application by a single user action.	
1.1.55	The on-line documentation must be searchable by topic or keyword.	

1.1.56	The on-line documentation shall be consistent in content, format, and naming conventions with any printed help documentation or training materials.	
1.1.57	The vendor will supply manufacturer's documentation for all hardware and third-party software products supplied as a part of the system.	
1.1.58	The System Administrator shall be able to modify and add to the electronic documentation files as necessary.	

1.2 System Interfaces

	Data and File Interfaces	
1.2.1	The proposed early intervention system shall include the operational capacity to dynamically interface to other existing and future Seattle Police Department systems using the following formats: EXPLANATION REQUIRED: Describe the tools offered to create and maintain such interfaces	
1.2.1.1	ASCII;	
1.2.1.2	Comma delimited format;	
1.2.1.3	Character delimited format;	
1.2.1.4	.xls;	
1.2.1.5	.dbf;	
1.2.1.6	.mdb;	
1.2.1.7	.rtf;	

1.2.1.8	XML,;	
1.2.1.9	Digital images;	
1.2.1.10	Video images; and	
1.2.1.11	Non-database files types.	
	Message Switched Interfaces	
1.2.2	It is preferred that the early intervention system include an interface to the proposed Seattle Police Department Message Switched systems.	
	Email	
1.2.3	The proposed early intervention system shall include an interface to the City email system - Groupwise.	
1.2.4	The proposed early intervention system shall have the ability to send email notices or messages to individuals or groups according to any of the following criteria:	
1.2.4.1	Name;	
1.2.4.2	Serial Number;	
1.2.4.3	Rank;	
1.2.4.4	User Name.	
1.2.5	The proposed early intervention system shall have the operational capacity to use the City email system for transmission of packaged records and documents for review.	

1.3 Logging and Auditing Functions

1.3.1	The early intervention system shall maintain a log of every access and update to the system and its data.	
1.3.2	The audit trail shall identify the following items:	
1.3.2.1	The user who made the access or update;	
1.3.2.2	The workstation from which it was made;	
1.3.2.3	The time and date it was sent; and	
1.3.2.4	The content of the data accessed or updated (before and after).	
1.3.3	Authorized users shall have the ability to search for inquiries by user, date and time, workstation, data type, and content of the inquiry or update.	
1.3.4	The early intervention system shall allow the System Administrator to define certain audit words or phrases, and provide the ability to:	
1.3.4.1	Search the header and content fields of the audit log for the audit words or phrases; and	
1.3.4.2	Generate a report listing the transactions, which contain the audit words and phrases.	
1.3.5	The proposed solution offers user-account auditing. EXPLANATION REQUIRED: Describe the capabilities offered by the solution.	

1.4 Management Features

1.4.1	The early intervention system shall include a graphical user interface for managing the systems administration of the early intervention system.	
1.4.2	The early intervention system shall have the operational capacity to be centrally configured and managed while being deployed in a distributed manner across the enterprise. EXPLANATION REQUIRED. Describe the mechanism.	
1.4.3	The early intervention system shall be configurable by the System Administrator to define new and modify existing criteria and associated attribute data (able to tailor field titles, lengths and locations, change active and inactive fields and other simple mods) for the selection of employees/officers for intervention action.	
1.4.4	The early intervention system shall be configurable by the System Administrator to define, modify and delete supporting data fields associated with each selection criteria without additional programming.	
1.4.5	The early intervention system shall have the operational capacity to be configured by the System Administrator to define role based views of system records without additional programming. EXPLANATION REQUIRED: Describe the mechanism.	
1.4.6	The early intervention system shall provide a mechanism for the System Administrator to correct data within the system. EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.	
1.4.7	The early intervention system shall provide a mechanism for the retroactive inclusion of data within the system in order to capture historical data.	

	EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.	
1.4.8	<p>The early intervention system shall provide a mechanism for the System Administrator to mark a selection criteria incident as cleared, and not to be used in future calculation for purpose of triggering thresholds.</p> <p>EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.</p>	
1.4.9	<p>The early intervention system will have the operational capacity to be configured by the System Administrator to define new interfaces with other Seattle Police Department systems and data sources.</p> <p>EXPLANATION REQUIRED: Describe the mechanism.</p>	
1.4.10	The System Administrator shall have the ability to establish user names and passwords for external users.	
1.4.11	The proposed early intervention system shall support a minimum of three email addresses for each individual.	
1.4.12	The proposed early intervention system shall allow authorized users to report on any data element captured by the early intervention system audit log.	
1.4.13	<p>The proposed application shall make data generated or recorded by the application available for reporting immediately.</p> <p>EXPLANATION REQUIRED: If there is a delay in data being available for reporting purposes explain the length of the delay and any control that the user agency may have over the length of the delay.</p>	

1.5 Transparency and Security Features

1.5.1	<p>The early intervention system shall include a transparency feature that allows each employee/officer to view his/her own status records. Access to the system by employees/officers is expected to be browser based.</p> <p>EXPLANATION REQUIRED: Describe available options for deploying system access to end-users.</p>	
1.5.2	<p>The early intervention system shall provide the operational capacity to prevent the viewing of an employee's/officer's status records by anyone other than the employee/officer and his/her direct chain of command or by specifically designated roles, e.g: Human Resources or Office of Professional Accountability. Any level of supervisor should be able to drill down through the organization hierarchy to view the records of anyone in his/her command.</p> <p>EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.</p>	
1.5.3	<p>The early intervention system shall provide a structure of reporting assignments that can be maintained by both automatic and manual updates.</p> <p>EXPLANATION REQUIRED: Describe the structure and the means for update and maintenance.</p>	

1.6 Early Intervention System Functional Requirements

	Intervention Selection Process	
1.6.1	<p>The early intervention system shall have the operational capacity to set threshold levels/targets for each individual selection criteria, i.e.: the frequency of a tracked event type by which an employee/officer is flagged for possible intervention. These threshold levels/targets must have the capability to be set in a context sensitive manner by job function, unit, type of unit, norms, per time period and by experience pattern.</p> <p>EXPLANATION REQUIRED: The manner in which each of these, or other, thresholds are established, calculated, and maintained. Describe any limitations on this capability.</p>	
1.6.2	<p>The early intervention system shall have the operational capacity to set threshold levels/targets based on a combination of selection criteria. These threshold levels/targets will have the ability to be set in a context sensitive manner by job function, unit, type of unit, norms, per time period and by experience pattern.</p> <p>EXPLANATION REQUIRED: The manner in which each of these, or other, thresholds are established, calculated, and maintained. Describe any limitations on this capability.</p>	
1.6.3	<p>The early intervention system shall have the operational capacity to select employees/officers based on a comparison of the employee's/officer's record and a standard threshold for the selection criteria.</p> <p>EXPLANATION REQUIRED: The manner in which the threshold is maintained. Describe any limitations on this capability.</p>	
1.6.4	<p>The early intervention system shall have the operational capacity to select employees/officers based on a comparison of the</p>	

	<p>employee's/officer's record and a standard threshold for two or more selection criteria.</p> <p>EXPLANATION REQUIRED: The manner in which the threshold is maintained. Describe any limitations on this capability.</p>	
1.6.5	<p>The early intervention system shall have the operational capacity to select an employees/officer based on a comparison of the employee's/officer's record and the threshold of a job function(s) or unit(s) for the selection criteria.</p> <p>EXPLANATION REQUIRED: The manner in which the threshold is maintained. Describe any limitations on this capability.</p>	
1.6.6	<p>The early intervention system shall have the operational capacity to select an employees/officer based on a comparison of the employee's/officer's record and the threshold of a job function(s) or unit(s) for two or more selection criteria.</p> <p>EXPLANATION REQUIRED: The manner in which the threshold is maintained. Describe any limitations on this capability.</p>	
1.6.7	<p>The early intervention system shall have the operational capacity to customize selection criteria threshold levels by job function, unit, type of unit, norms, per time period and by experience pattern.</p> <p>EXPLANATION REQUIRED: The manner in which each of these, or other, thresholds are established, calculated, and maintained.</p>	
1.6.8	<p>The early intervention system shall have the operational capacity to customize selection criteria by job function, unit, type of unit, norms, per time period and by experience pattern.</p> <p>EXPLANATION REQUIRED: The manner in which each of these, or other, selection criteria are established, calculated, and maintained.</p>	

1.6.9	<p>The early intervention system shall have the operational capacity to define an individual's ability to create or modify selection criteria or threshold levels based on their role as identified in the security functions of the system.</p> <p>EXPLANATION REQUIRED: The manner in which security roles are applied to the creation or modification of threshold levels and selection criteria.</p>	
1.6.10	<p>The early intervention system shall have the operational capacity to automatically notify an employee's/officer's direct chain of command or by specifically designated roles when his/her threshold levels are exceeded.</p> <p>EXPLANATION REQUIRED: The options available for performing this notification and how recipients are defined.</p>	

1.7 Selection Criteria for Early Intervention

1.7.1	<p>The proposed early intervention system shall have the operational capacity to record, track, and select personnel for early intervention based on at least the following occurrences:</p> <p>EXPLANATION REQUIRED: The format and available functionality associated with each of the following selection criteria.</p>	
1.7.1.1	Receipt of Commendations or Awards;	
1.7.1.2	Receipt (from internal or external sources) of Internal Investigation Section or EEO Complaints, including the ability to define the type of complaint, track and report by complaint type.;	
1.7.1.3	Vehicle Accidents, designated as avoidable/unavoidable;	
1.7.1.4	Use of Force;	
1.7.1.5	Time and Attendance, including specific occurrences of leave, overtime, sick leave, and the existence of patterns in occurrence of these events based on HRIS (ADP Peoplesoft) or CAD data;	
1.7.1.6	Failure to Appear for Court;	
1.7.1.7	Failure to Appear for training;	
1.7.1.8	Violations of internet use policy;	
1.7.1.9	Named in lawsuit against the city/department;	
1.7.1.10	Arrests Made by offense type based on RMS data;	

1.7.1.11	Calls Made by call type based on CAD data;	
1.7.1.12	Citations Issued by violation type; and	
1.7.1.13	Additional employee/officer characteristics (such as secondary employment, administered overtime assignments and advanced training received). These characteristics should be configurable by the system administrator.	
1.7.2	Additionally, the proposed early intervention system shall have the operational capacity to record, track, and select personnel for early intervention based upon supervisory recommendation.	
1.7.3	<p>The proposed early intervention system shall have the operational capacity to record, track, and select personnel for early intervention based on attribute data associated with the above occurrences as defined and configured by SPD.</p> <p>EXPLANATION REQUIRED: Describe the structure and the means for definition and maintenance of customized attribute data associated with tracked selection occurrences.</p>	

1.8 Intervention Management Process

1.8.1	The early intervention system shall have the operational capacity to track interventions, including:	
1.8.1.1	Tracking of intervention meeting notes for intervention committee meetings;	
1.8.1.2	Storing intervention recommendations for individual employees/officers;	
1.8.1.3	Recording of intervention steps being taken based on standard table or other;	
1.8.1.4	Notation of responsible person/role supported by access to table of departmental personnel based on HRIS (ADP Peoplesoft);	
1.8.1.5	Notation of related events by date and subject;	
1.8.1.6	Tracking mandatory intervention deadlines by date; and	
1.8.1.7	Generating reminders to the appropriate personnel that mandatory interventions deadlines are imminent or past due.	
1.8.2	<p>The security architecture for the early intervention system and Intervention Management function shall have the operational capacity to partition the intervention cases and data from all other EIS functions, with only the assigned supervisor(s) and appropriate roles authorized to view or manage the case.</p> <p>EXPLANATION REQUIRED: Describe the mechanism.</p>	
1.8.3	The Intervention Management function of the early intervention system shall have the operational capacity to display and report a chronological summary of intervention steps taken to date.	
1.8.4	The Intervention Management function of the early intervention system shall be configurable by the System Administrator to define, modify and delete supporting data fields associated with cases without additional programming.	

1.9 Automatic Monitoring of Employee/Officer Performance Status

1.9.1	<p>The early intervention system shall have the operational capacity to automatically notify an employee's/officer's direct chain of command or by specifically designated roles when any new incident occurs for an employee/officer being monitored by an intervention program.</p> <p>EXPLANATION REQUIRED: The options available for performing this notification and how recipients are defined.</p>	
1.9.2	<p>The early intervention system shall have the operational capacity for investigators to perform case documentation and tracking for an employee/officer being monitored by an intervention program.</p> <p>EXPLANATION REQUIRED: Describe available features of this function.</p>	
1.9.3	<p>The early intervention system shall have the operational capacity to perform automated workflow and approval processes.</p> <p>EXPLANATION REQUIRED: Describe available features of this function.</p>	
1.9.4	<p>The early intervention system shall have the operational capacity to record and track intervention recommendations and resolutions.</p> <p>EXPLANATION REQUIRED: Describe available features of this function.</p>	

1.10 Internal Affairs Case Management Process

1.10.1	The early intervention system shall have the operational capacity to collect, track and report the following information for cases managed by Internal Affairs.	
1.10.1.1	Investigations/criminal law violations by:	
1.10.1.1.1	Type (e.g.: use of force, conduct unbecoming an officer, violation of law, etc.);	
1.10.1.1.2	Date of complaint;	
1.10.1.1.3	Date of incident;	
1.10.1.1.4	Precinct;	
1.10.1.1.5	Watch;	
1.10.1.1.6	Allegation(s);	
1.10.1.1.7	Classification;	
1.10.1.1.8	Final disposition (e.g.: exonerated, unfounded, pending, administratively exonerated, training recommended, sustained, not sustained);	
1.10.1.1.9	Length of investigation/length of review time-line with dates and cumulative time; and	
1.10.1.1.1	Address of occurrence (street, city, state, zip).	
1.10.1.2	Bias-policing allegation /investigations	
1.10.1.3	Complainant drop-off, including the ability to maintain the occurrence of a complaint being dropped and when	

1.10.1.4	Drop off rate based upon complainant non-cooperation	
1.10.1.5	Use of Force alleged, if so, including type of force, injury(both officer(s) and subject(s)) and type, treatment rendered and location of first aid, on/off duty, existence of use of force report (Y/N), and SIN#	
1.10.1.6	Changes in classification (either by OPA director)	
1.10.1.7	Changes in finding (either by OPA director or Chief)	
1.10.1.8	Named Officers with three or more complaints	
1.10.1.9	Source of complaints (web, e-mail, phone, walk-in, customer service bureau referral, etc.)	
1.10.1.10	Internal complaints v. external (citizen) complaints	
1.10.1.11	Subject of complaint, including name, date of birth, sex, race, home address and phone, work address and phone	
1.10.1.12	Complainant(s) and Witness(s), including statements, level of confidentiality, name, date of birth, sex, race, home address and phone, work address and phone	
1.10.1.13	Named employee, including name, date of birth, sex, race, work address and phone, serial #, unit, assignment at time of occurrence, on/off duty status at time of occurrence	
1.10.1.14	Complaint taken by	
1.10.1.15	Investigator and date assigned.	
1.10.1.16	Dates associated with case management, including (with possibly multiple occurrence of each): forwarded case to Lt., Lt. Rejected case and returned to investigator, Lt. Accepted case, Capt. Rejected case and returned to Lt., Capt. Accepted case, assigned for investigation, sent officer notification memos, Internal Investigation Section investigation completed, case sent to Chain of Command for review, Chain of Command review completed, out to OPA for certification, certification back from	

	OPA, case closed.	
1.10.1.17	Unique case number automatically generated by the system.	
1.10.1.18	Capability to add administrative comments to facilitate case management. EXPLANATION REQUIRED: Extend to which this capability is available.	
1.10.2	The IA Case Management function of the early intervention system shall be configurable by the System Administrator to define, modify and delete supporting data fields associated with cases without additional programming.	
1.10.3	The IA Case Management function of the early intervention system shall maintain tables of officers - with unit, rank and serial numbers from based on HRIS (ADP Peoplesoft); complainants based on data import or from occurrence in cases; and witnesses based on data import or from occurrence in cases. The option to auto-populate data from these tables will be presented dynamically as entry is made. Unique identifiers will be maintains for each of these system participants.	
1.10.4	The IA Case Management function of the early intervention system shall automatically produce letters, at the following events. These reports will be able to be produced in preview, paper and email version, at the users discretion. The system will maintain a configurable table of recipients for each case by event type.	
1.10.5	The security architecture for the early intervention system and IA Case Management function shall have the operational capacity to partition the IA cases and data from all other EIS functions, with only the assigned investigator(s) and appropriate roles authorized to view or manage the case. EXPLANATION REQUIRED: Describe the mechanism.	
1.10.6	The IA Case Management function of the early intervention system is expected to have work flow functions to notify and route investigation assignments and status based on case status. EXPLANATION REQUIRED: Describe the mechanism.	

1.11 Reporting Capabilities

1.11.1	<p>All of the early intervention system's reporting functions will prevent the viewing of an employee's/officer's status records by anyone other than the employee/officer and his/her direct chain of command or by specifically designated roles, e.g: Human Resources or Office of Professional Accountability. Any level of supervisor shall be able to drill down through the organization hierarchy to create reports covering anyone in his/her command.</p> <p>EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.</p>	
1.11.2	<p>The early intervention system shall have the operational capacity to display a "dashboard," a concise summary of an employee's/officer's performance status relative to his/her targets for each criteria, on other systems such as personnel & time reporting system or log on screen.</p> <p>EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.</p>	
1.11.3	<p>The early intervention system shall have the operational capacity to create user-defined searches within his/her access rights as defined above.</p> <p>EXPLANATION REQUIRED: Describe the mechanism, the extent of data elements covered and the associated security and audit functions.</p>	
1.11.4	<p>The early intervention system shall have the operational capacity to create pre-configured reports with the option to specify variables at the time of report generation.</p> <p>EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.</p>	
1.11.5	<p>The early intervention system shall have the operational capacity for a user to dynamically customize and generate reports for any system data within his/her access rights as defined above. This customization will include the ability to define sort sequences.</p>	

	EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.	
1.11.6	<p>The early intervention system shall have the operational capacity to report organization aggregations within the access rights as defined above of the individual user generating the reports.</p> <p>EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.</p>	
1.11.7	<p>The early intervention system shall have the operational capacity to display patterns and trends of system data, within the access rights as defined above of the individual user generating the reports.</p> <p>EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.</p>	
1.11.8	<p>The early intervention system shall have the operational capacity to generate automated response letters and correspondence to complaints.</p> <p>EXPLANATION REQUIRED: Describe the mechanism and associated security and audit functions.</p>	

1.12 Demonstration of System Capability

1.12.1	The vendor may be required to demonstrate system functionality under actual usage conditions at no cost to the City.	
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